AMENDMENTS TO THE SPECIFICATION

Please replace the paragraph beginning on page 7, line 13 of the application as originally filed with the following:

Figures 4A-4B illustrate ~~Figure 4 illustrates~~ representative screen displays and process flow for a member enrollment function in the web-based managed care system of the invention;

Please replace the paragraph beginning on page 8, line 11 of the application as originally filed with the following:

Figures 13A-13C show ~~Figure 13 is~~ a data entity diagram illustrating the tables that comprise the member administrative account according to the present invention.

Please replace the paragraph beginning on page 14, line 3 of the application as originally filed with the following:

Figures 4A-4B illustrate ~~Figure 4 illustrates~~ the representative screen displays and process flow for a typical member enrollment. This functionality is provided by the administrative toolset and, in particular, by the enrollment module 314. The process begins when the user navigates to the MCO home page 400 hosted on web server 332. When the user selects the Enroll Now link, the user is redirected to the enrollment page 402 hosted on web server 302. To enroll, the user selects the login link, which opens the browser to an enrollment overview page 404 describing an overview of the enrollment process and the information that the user will need to provide to complete the enrollment process. Upon selection of the Next link, the browser opens up an Employer ID# page 406. This page requires entry of an Employer ID and Division ID provided to the user by the employer. Upon entry of this information, the user selects the Next link, which opens a Choose Coverage Type page 408. This page identifies the possible coverage types (e.g., individual, 2 person, family, or the like) that are available from the MCO. Each coverage type is a hypertext link. Selection of one of the links (in the case, the Individual link) opens the browser to Coverage Information page 410, which describes the relevant coverage. When the user selects the Next button, the browser returns to the Choose Coverage Type page 408.

Please replace the paragraph beginning on page 21, line 6 of the application as originally filed with the following:

Figure 9 illustrates screen displays and illustrative process flow for a member re-enrollment function. The routine begins with the user navigating to the MCO home page 900 and then to the system login page 902. Upon login, the Account page 904 is returned. Upon selection of the Re-enroll button, the Subscriber Information page 912 is returned. From this point forward, the enrollment functionality is similar described above with respect to the screens that are common to Figures 4A-4B ~~Figure 4~~.

Please replace the paragraph beginning on page 21, line 14 of the application as originally filed with the following:

Figure 10 illustrates screen displays and illustrative process flow for a PCP change function. The routine begins with the user navigating to the MCO home page 1000, to the system login page 1002, and then to the Account page 1004. From this screen, the user selects a Change a PCP button. As a result, the PCP Selection page 1006 is returned. This function was described previously in Figures 4A-4B ~~Figure 4~~.

Please replace the paragraph beginning on page 22, line 4 of the application as originally filed with the following:

Figure 12 illustrates screen displays and illustrative process flow for a Member Information Change function. The routine begins with the user navigating to the MCO home page 1200, to the system login page 1202, and then to the Account page 1204. Upon selection of an Update My Information button, the browser navigates to a Family Summary page 1206. This page was previously described in Figures 4A-4B ~~Figure 4~~. If the Add Another Family Member button is selected, a test is run at step 1208 to determine if the change happens during an open enrollment period. If so, the browser returns the Member Information page 1210 as previously described in Figures 4A-4B ~~Figure 4~~. If, however, the outcome of the test at step 1208 is negative, the browser returns a Qualifying Event page 1212, which indicates that the user has requested a change outside of his or her open enrollment period. In such case, the user selects

the appropriate Qualifying Condition button, and the browser returns an Affidavit page 1214 to allow the change to be processed.

Please replace the paragraph beginning on page 23, line 13 of the application as originally filed with the following:

The account, called ACCOUNT in an illustrative embodiment, is shown in the data entity relationship diagram of <u>Figures 13A-13C</u> ~~Figure 13~~. Each block in this diagram is a table that includes a number of attributes. A particular table may have a 1:1 or a 1:many relationship to another table. Thus, for example, the master account (ACCOUNT table 1300) has a 1:1 relationship to the MEMBER table 1302 because each account has only one member associated therewith. The MEMBER table 1302 has a 1:many relationship with MEMBER HISTORY table 1304 as a given member may have a history of involvement with more than one health plan.

Please replace the paragraph beginning on page 62, line 2 of the application as originally filed with the following:

One of ordinary skill in the art will appreciate that the account structure described above and illustrated in <u>Figures 13A-13C</u> ~~Figure 13~~ enables administrative transactions to be moved across health plans. Thus, as a user moves from one job to another, his or her member history can be taken along. As described above, the account provides a complete member history that is persistent across plan changes, employment changes, family history changes, and the like.